

# DEC/DEP Carolinas EE DSM Collaborative Meeting Minutes

November  
2020

<b>Meeting Date/Time:</b>	November 5, 2020 9:00 AM to 1:00 PM EST
<b>Location:</b>	Microsoft Teams with video capability
<b>Facilitator:</b>	Lynda Shafer, Duke Energy
<b>Attendees:</b>	
Dana Bartolomei, National Housing Trust	Jack Floyd, NC Public Staff
Forest Bradley-Wright, Southern Alliance for Clean Energy	Shelley Robbins, Upstate Forever
Daniel Brookshire, NC Sustainable Energy Association	Ryan Miller, NC Building Performance Association
Natasha Pauling, SC Community Action Partnerships	Kevin Martin, Carolina Utility Customers Association
Tim Duff, Duke Energy	Leigh Ford, Duke Energy
Bob Evans, Duke Energy	Karen Holbrook, Duke Energy
Casey Fields, Duke Energy	Jen Weiss, Nicholas Institute
Monica Redman, Duke Energy	Laura Langham, NC Sustainable Energy Association
Chad Lynch, Duke Energy	Rick Campana, SC ORS Energy Office
Jim Grevatt, Energy Futures Group	Stacey Washington, SC ORS Energy Office
Claire Williamson, NC Justice Center	Jean Williams, Duke Energy
Nathan Holder, Advanced Energy	David Williamson, NC Public Staff
Mark Kametches, Duke Energy	Jeremy Morrison, Duke Energy
Nathan Lewis, Duke Energy	Mark Kametches, Duke Energy
Megan Fox, Duke Energy	Mark Oliver, Duke Energy
Greg Schiekle, Duke Energy	Kristin Riggins, Advanced Energy
Kelly Scanlon, Nicholas Institute	Jacob Colley, Duke Energy
Lon Huber, Duke Energy	Nate Lewis, Duke Energy
Roshena Ham, Duke Energy	Marilyn Marsh-Robinson,
Greg Simmons, Duke Energy	Shannon Gardner, Duke Energy
Eddy Moore, Coastal Conservation League	Stephen Terry, NC State
Walt Brown, Duke Energy	Mike Jacobs, Duke Energy
Brian Henderson, Environment and Energy Study Institute	O'Neil Morgan, SC ORS
Bob Donaldson, Duke Energy	Michael Stowe, Advanced Energy
Tara Bolen, Duke Energy	Devin O'Neal, CUCA
Zarka Naba, Public Staff	Pam Atwood, NC Housing Coalition
	Kathy Lowe, Duke Energy

Slides were provided to the meeting attendees in advance and were displayed during the meeting.

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## Minutes:

### Safety Message (Lynda Shafer)

#### Introductions

- Encouraged attendees to see list on Microsoft Teams

#### Regulatory Update (Lynda Shafer)

- Discussed the DEC EE/DSM cost recovery filings in NC and SC
- Presented the 3 Collaborative-related items from the NC Revised Mechanism approval order
- Updated on status of program modifications
- Collaborative Q&A:
  - Jen Weiss: requested the docket numbers for program modifications. David Williamson: SmartPath: E-2 sub 1022 and E-7 sub 1055; Winter BYOT: E-2 sub 927 and E-7 sub 1032 Lynda Shafer (LS): SmartPath: 2014-252-E and 2015-163-E; Winter BYOT: 2013-298-E and 2015-163-E.

#### Year in Review

- Collaborative Q&A:
  - Forest Bradley Wright: commented that the Collaborative is functioning better than before and credited Duke employees with aiding the progress
  - Eddy Moore: although it is not EE/DSM, the net zero carbon commitment Duke made is a highlight of 2020

#### Download My Data (Kathy Lowe)

- Collaborative Q&A:
  - Stacey Washington: Is this available for commercial and residential? KL: yes, if there's a certified AMI meter on the premise
  - Daniel Brookshire: Exciting to "energy nerds"; useful for customers considering solar, especially the charts; current data is only available monthly—can Duke make a year's worth of data available at once? KL: not sure, will take the suggestion back to the team
  - Laura Langham: third parties need a full year too for solar and weatherization decisions
  - Eddy Moore: Can Duke use the data to target customers based on their peaks? KL: not sure if that is happening
  - Shelley Robbins: can only see one week at a time; is Duke considering an ex parte? LS: no, but open if Commission requested it
  - Forest Bradley Wright: is there a link to customer programs such as a way to find them or get their attention? LS: hope to direct them to the data along with other resources through MyHER; TD: when new rates take effect the data on load shapes will be more important and motivate more efficiency
  - Forest Bradley Wright: Is MyHER on the account landing page? TD: no but it is available from the app; Tara Bolen: plan is to put a button on *My Account* to direct customers to MyHER

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### EM&V and LMI Study (Jean Williams and Monica Redman)

#### Prescriptive

- Collaborative Q&A:
  - Eddy Moore: do you have any information on why the free ridership is lower on midstream than on retail? JW: this is the first time we have focused on midstream for NTG and customer satisfaction, so we don't have insight on that now

#### LMI Study

- Information Duke supplied to the companies to inform proposals:
  - One-time study
  - By a third-party evaluator
  - Must estimate LMI participation in non-income-qualified programs
    - Including small businesses in LMI areas
    - Show impacts to both savings and bills
  - Include recommendations for enhancements
  - Produce interim and final reports
  - Complete by 2022
  - Duke currently uses federal poverty levels to determine low income status, but has no set guideline for moderate income
  - Index results to what would be expected
- Collaborative Q&A:
  - Shelley Robbins: Isn't 200% common? JW: yes for low income but not for moderate; Casey Fields: 200% is the current DOE standard but there is no DOE standard for moderate
  - Jim Grevatt: what is the process? JW: unknown right now other than Duke will provide full proposals to Collaborative for feedback; JG: information on energy burden and ability to pay should be priorities
  - Jack Floyd: suggests steering away from a "moderate" income threshold. The Commission's questions in the affordability part of the rate cases were focused on low income.
  - Dana Bartolomei: Was there discussion around using Area Median Income? That is how the LIHTC program and other housing subsidy programs measure affordability. Also, that would allow for a more granular analysis given that NC/SC are such a mix of urban/rural. Casey Fields: AMI may make recommendations difficult because there is such a discrepancy across the Carolinas
  - Pam Atwood: For NC & housing, low-income housing is usually under 80% AMI. Moderate is 80-120% AMI usual. Jim Grevatt: area is good for programs but more data about where customers participate is more important
  - Jen Weiss: Does Acxiom provide income ranges? Casey Fields: yes, Duke uses the household income divided by the number of people in the household; it's good marketing information but not 100% accurate

#### Guidehouse Proposal

- Collaborative Q&A:



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- Natasha Pauling: COVID-19 posed a large problem with Census outreach. The Census data collected this year is woefully inaccurate, due to low participation, particularly among low- and moderate-income households. How will Guidehouse account for that discrepancy? LS: census data is not going to be ready to use in this study. Will probably use 2010 combined with our Acxiom marketing data
- Jim Grevatt: does Duke collect information about customers receiving fuel assistance? LS: don't think so
- Forest Bradley Wright: Probably doesn't make sense to evaluate LMI participation in standard lighting programs that are going to be discontinued anyway, right? JW: will still look at upstream channels for low income TD: agreed, and in multifamily programs

### Nexant Proposal

- Collaborative Q&A:
  - Claire Williamson: it would also be helpful to look at participation by people in manufactured homes JW: yes
  - Laura Langham: DEQ did a study in Eastern NC and got information on home type, ownership, year built, home value—the additional data did not cost much since it was part of the data source the vendor was using anyway and it added a great deal of value to the results; was able to cross reference that data with census data

### Opinion Dynamics Proposal

- Collaborative Q&A:
  - Laura Langham: likes ODC proposal—seems like they understand what is important to know; previous work with Ameren is encouraging because Ameren has a program that could have been influenced by ODC work. JW: may have synergies with NEB study
  - Jim Grevatt: likes the optional piece looking at changes in bills over time—would like a similar comparison in LI programs too while they're at it

### Comparison

- Collaborative Q&A:
  - Forest Bradley Wright: Specific research question are important—would like the Collaborative to help develop those. Very important the study increases the overall impact to LMI customers; What are the next steps? JW: ODC is the evaluator of choice for LMI programs now; LS: will send out proposals for review and schedule working group call in early December to discuss
  - Brian Henderson: Will the working group need to keep the details of the individual proposals confidential? Also, I would suggest a weighted numerical criteria scoring system for each WG member to evaluate and rank the proposals. JW: also envisions a weighted scoring system which is the approach we used in 2015/2016 to select our current cadre of evaluators. It worked very well. LS: please keep proposals confidential
  - Laura Langham: posted link ( <https://smartenergycc.us4.list-manage.com/track/click?u=373fd1d1b7952f710ed74e824&id=36212e4a2c&e=129263e28a>) to white paper entitled "Approaches for Better Serving Lower-Income Consumers"

R8-68 Primer (Bob Evans)

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- Collaborative Q&A:
  - Forest Bradley Wright: what does participation refer to? Tom Wiles: varies by program but follows the way it is EM&V'd—often more about the projects/measures than the number of customers

### NEBs (Shelley Robbins)

- Collaborative Q&A:
  - Shelley Robbins: has the stakeholder group in NC convened yet? TD: no; Daniel Brookshire: hasn't heard of anything NEBs specific in Clean Energy plan work.
  - Jean Williams: when team attempted to get estimates from potential providers the scope was too large—stakeholder priorities are central to the study
  - Jim Grevatt: most EM&V providers do not have experience in this field; recommend looking at entities such as Skumatz Energy Resources, Inc. JW: agree, EM&V providers could share no previous work in this field.
  - Forest Bradley Wright: Ask that they provide component pricing in an a la carte manner
  - Claire Williamson: in areas that are too expensive to study, ask for a sensitivity analysis
  - Forest Bradley Wright: Shelley has more detail that could be good to form research questions; prioritize LI impacts and ones that are needed to make a case to Commissioners

### Solar as EE (Lon Huber and Leigh Ford)

- Collaborative Discussion
  - Claire Williamson: when will a solar EE/DR filing occur? TD: there is no solar DR other than that customers who want the solar incentive must enroll in winter BYOT; the EE program will follow the same protocols (R8-68 for example) as all other EE programs
  - Leigh Ford: BYOT is separate from EE
  - Lynda Shafer: EE incentives are used to encourage customers to buy and use equipment that is efficient so that the Company doesn't have to generate as much electricity; solar EE is the same as any other EE incentive except the incentive is structured to align with the way solar arrays are designed so the vocabulary is different; Tim was talking about this concept years ago but there was an incentive in place at the time that made this unnecessary. Now that incentive is winding down and another one is needed. Shelley Robbins: the 1 to 1 net metering rate is expiring soon.
  - Forest Bradley Wright: is this only for new installations? TD: yes FBW: can the incentive be used to price out the system? LH: yes, approximately \$2,000 per residential customer on average
  - Forest Bradley Wright: will the costs flow through the rider and how will cost effectiveness be determined? TD: it will be treated like all other programs and put through the same screens. FBW: and NLR and PPI? TD: 36 months of NLR or until a rate case and PPI although that will likely be low because the margin is expected to be tight
  - Forest Bradley Wright: what help does the Collaborative need to offer? LH: low income feedback, ideas about incorporating other devices when they're feasible and regulatory support
  - Daniel Brookshire: because this is paired with a TOU rate there are layers of benefits and ways to encourage customers to be efficient

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- **Tim Duff**: this is the answer to where savings come from post-lighting and a new offering in the DSM/EE ecosystem
- **Jim Grevatt**: Can we discuss the Solar EE idea with other folks who are not on the call?  
Leigh Ford: yes, what is presented here is public;
- **Natasha Pauling**: SCACAP has already administered a solar energy program for Dominion Energy. We would be happy to talk with Duke about program design for low income customers.

## New Program Ideas

### Heat Pump Water Heaters

- **Lynda Shafer** offered a correction to last month's discussion. The residential midstream channel has begun already. The obstacles the program manager shared with her and she passed along to the Collaborative were not reasons why the program would not work but reasons why the uptake hasn't been what the team desired. The team is still pursuing the channel.

### Manufactured Housing Proposal

- Collaborative Discussion
  - **Forest Bradley Wright**: conversation flowed well
  - **Brian Henderson**: will Duke assign a point person? LS: yes, from NPD and they will let us know when that assignment is made. Casey Fields: currently exploring what other utilities are doing, what assumptions are at play and the cost of products; must also determine where such a program would fall within current program structure
  - **Lynda Shafer**: will schedule a meeting once NPD has data to share with group

## 2021 Priorities

- Collaborative Discussion:
  - NCUC Order
    - **Jack Floyd**: Public Staff has not determined what it will need yet for the reports NCUC has required
    - **Tim Duff**: next mechanism review will begin in 2024
  - Opt Outs
    - **Shelley Robbins**: strategies for attracting different types of opted out customers
  - Programs
    - **Shelley Robbins**: will prepare an Agriculture template
    - **Brian Henderson**: on bill financing TD: earliest this kind of program could be implemented is 2023 so later 2021 or 2022 might be better
    - **Forest Bradley Wright**: 1% savings goal achievement—a roadmap and gap analysis; low income expansion

## Wrap Up and Scheduling

- Send out program modifications dockets
- Schedule LMI study working group call and LMI study call in December